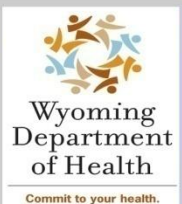




SELF-DIRECTION HANDBOOK

A handbook to help individuals with a developmental disability or an acquired brain injury to understand self-direction of services.

**Developmental
Disabilities
Division**



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❖ OVERVIEW OF SELF-DETERMINATION

Beginning July 2010, the Developmental Disabilities Division (or “Division”) added the option for you to self-direct some of your services on each of the waiver programs. This handbook will help you understand what self-directed services are, provide you with a self assessment as to whether or not self-directing services is for you, answer your questions, and provide you with a list of the services you can self-direct.

What is self-determination?

Self-determination is a philosophy that is based on basic American principles! The key pieces of self-determination are Freedom, Authority, Responsibility, Support, and Confirmation.

The principle is that you must have the authority, power and resources to control your own destiny. This includes the recognized authority to plan your own future, and directly negotiate for funds which will assist you in realizing and attaining your dreams. You will be able to determine your own future, with assistance from your family and friends. Only the people whom you choose to invite, to assist in this planning -- family, friends, advocates -- will take part in the discussions. This gives you the opportunity to build a circle of support that will be there for you no matter what is happening in the waiver programs or your specific waiver program.

Self-determination allows you to take charge of your own life. It is another word for freedom:

- Freedom to live with whom you want
- Freedom to live a productive life
- Freedom to attend school with your friends, brothers, and sisters
- Freedom to get around your community
- Freedom to love and reject....etc.

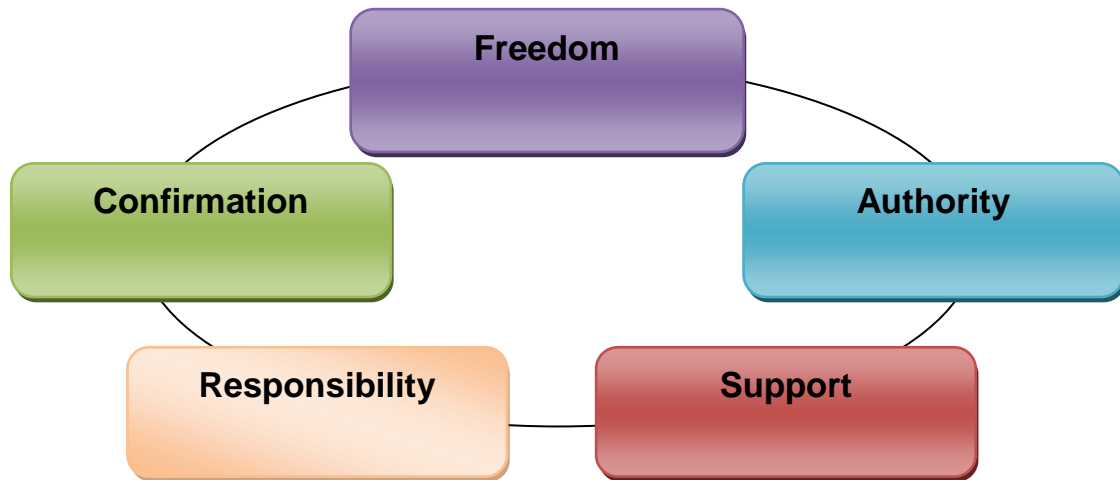
Communities and citizens will see themselves as competent and willing to become involved in the lives of people with disabilities. Understanding and living the principles of self-determination means a better quality of life for people who rely on waiver programs for support.



Self-Direction

Self-Direction is a belief that emphasizes the ability of people with developmental disabilities and, where appropriate, their families, to decide about their own needs and make choices about what services would best meet those needs. You design your own plan of care, design and manage your own budget, and decide whom to hire to provide support for you.

❖ PRINCIPLES OF SELF-DETERMINATION



Freedom

The opportunity to choose where and with whom to live, as well as how to organize all important aspects of life with freely-chosen assistance, as needed. It means making personal and individualized decisions regarding: how and where to work and live; what choices to make about life; how to give to the community; what kind of services and supports to use (if any); who to spend time with, develop meaningful relationships, and having the life the way you want.

Authority

The ability to control some targeted amount of public dollars, including having control over how to spend authorized service/support money; having the right to vote; being able to sign legal contracts (ex: buying a house, getting married); and being able to decide how money available for support services will be spent. Guardians can help with these tasks based upon what's right for you.

Support

The ability to organize support in ways that are unique to the individual for self-care, to be an active part of the community; to find a job; buy a car; and to take care of the home.

Responsibility

The obligation to use public dollars wisely and to contribute to one's community. Along with freedom and choices, individuals are also responsible to follow or honor the ordinary rules and jobs of citizenship, such as voting, obeying laws, making responsible choices, participating in community life, and making the effort to have positive relationships with friends, family, and neighbors.

Confirmation

The recognition that individuals with disabilities themselves must be a major part of the redesign of the human services system of long-term care services.

❖ BENEFITS OF SELF-DIRECTING SERVICES



Why should I self-direct my services and what are the benefits?

How does self-directing services benefit you?

- You have choice and control over your services
- You have authority over your budget
- You have authority to hire, fire, and schedule staff
- You have flexibility to develop and/or change your service plan and services you are self directing
- You have training and supports to help you learn the waiver program

In order to assist you in deciding whether or not self-directing services is right for you, you will need to complete the “Is Self-direction for You?” assessment.



If you choose to self-direct one or all of your services, you will need to have Support Broker for at least the first year, who can assist you in making choices.



❖ DEFINITIONS

Agency with Choice: Financial Management Service providers serving as Agency With Choice - a waiver service that allows participants choosing to self-direct to enter a co-employer agreement with an agency certified as a Medicaid Waiver provider, who withholds the appropriate taxes and other withholding, assures background checks and all other staff requirements are completed, training is completed, and assures the staff chosen by the participant is available at the times needed by the participant. The Agency with Choice-FMS provider assures workers chosen by participants meet all state requirements before services are provided, and monitors the services provided by the worker.

Case Management: A service that helps participants gain access to services by coordinating needed assessments and evaluations, developing and monitoring the plan of care, monitoring health and welfare, addressing problems in service provision, and responding to crises. The role of the Case Manager is to monitor the implementation of the individual plan of care, provider coordination, and oversight of supports but not “hands on” involvement in identifying and securing supports. Those are duties of the Support Broker.

Circle of Support: A group of people (relatives, friends, neighbors, and others) who know the participant well and may be providing natural supports and advocacy to help the participant meet life goals or daily needs.

Employer of Record: Participants or legal representatives who choose to work with the Financial Management Service Fiscal/Employer Agent are responsible for recruiting, hiring, managing, scheduling and training employees. Employers of record also review, approve, and submit timesheets to the Financial Management Service for payment.

Financial Management Service (FMS): Participants or their legal representatives who choose to self-direct one or more services must choose either the Financial Management Service Fiscal/Employer Agent or the Financial Management Service Agency with Choice service. FMS duties include payroll, employee benefits, record keeping, background checks, and employee basic training. The FMS will also handle paperwork and reporting requirements to the Internal Revenue Service.

Managing Employer: Participants or their legal representatives, as managing employers, have the rights and responsibilities to recruit prospective workers to refer to the Agency-with Choice to hire; schedule, train, and supervise workers; and discharge workers from their services when necessary.

Fiscal/Employer Agent: A Financial Management Service provider serving as Fiscal/Employer Agent, currently Public Partnership, LLC (PPL), which is funded as an administrative activity and does not come out of a participant's budget. The Fiscal/Employer Agent-FMS assures all Federal, State and local employment tax, labor and workers compensation insurance rules and other requirements are followed when the participant functions as the employer of workers. The Fiscal/Employer Agent-FMS makes financial transactions on behalf of participants who have chosen to have budgetary authority. The Fiscal/Employer Agent-FMS assures all Internal Revenue Service and other applicable employer requirements are met, assures workers chosen by participants meet all state requirements before services are provided, tracks budget utilization and purchases funded through Individualized Goods and Services to assure funds are being used appropriately, and reports concerns to case managers and the Division as required.

Support Broker: A service that assists the participant (or legal representative) in arranging for, directing and managing services. Acting as the agent of the participant, the service is available to assist in identifying immediate and long-term needs, developing options to meet those needs and accessing identified supports and services. Also offers practical skills training to participants to enable them to independently direct and manage waiver services.

❖ IS SELF-DIRECTING RIGHT FOR YOU? An Assessment...

As you consider your answers to the questions in this assessment, it may be helpful to refer to other areas of the handbook for service definitions. This tool may be most helpful with input from other important people in your life.

What does your current Circle of Support look like?

In your family, you can count on the following people:
In your neighborhood, you can count on the following people:
In your group of friends, you can count on the following people:
In your place of worship, you can count on the following people:
In your community, you can count on the following people:
Of your acquaintances, you can count on the following people:

❖ IS SELF-DIRECTING RIGHT FOR YOU? An Assessment...

...continued

What role are you prepared to take?

Are you willing to recruit your own staff?	<input type="checkbox"/> yes	<input type="checkbox"/> with help	<input type="checkbox"/> no
Are you willing to interview your staff?	<input type="checkbox"/> yes	<input type="checkbox"/> with help	<input type="checkbox"/> no
Are you willing to hire your own staff?	<input type="checkbox"/> yes	<input type="checkbox"/> with help	<input type="checkbox"/> no
Are you willing to train your staff?	<input type="checkbox"/> yes	<input type="checkbox"/> with help	<input type="checkbox"/> no
Are you willing to set / negotiate staff pay?	<input type="checkbox"/> yes	<input type="checkbox"/> with help	<input type="checkbox"/> no
Are you willing to work with a Financial Management Services who will ensure that staff are paid and all related laws and requirements are followed?	<input type="checkbox"/> yes	<input type="checkbox"/> with help	<input type="checkbox"/> no
Are you willing to work with a Support Broker to manage your annual budget for services?	<input type="checkbox"/> yes		<input type="checkbox"/> no
Are you willing to accept responsibility for ensuring that your annual budget lasts the entire plan year?	<input type="checkbox"/> yes	<input type="checkbox"/> with help	<input type="checkbox"/> no

Is Self-direction for you?

Are you willing to take responsibility for making changes to your plan, with the help of your Circle of Support?	<input type="checkbox"/> yes		<input type="checkbox"/> no
Would you prefer to take responsibility for the direction of your life, rather than depend on waiver providers? This includes defining and structuring your daily activities and routines.	<input type="checkbox"/> yes	<input type="checkbox"/> with help	<input type="checkbox"/> no
Are you willing to share your dreams with others, seek and find your own limitations?	<input type="checkbox"/> yes	<input type="checkbox"/> with help	<input type="checkbox"/> no
Are you willing to take responsibility for evaluating your services? This includes asking are you getting what you expected, making known changes that you want, and actively participating in making those changes happen.	<input type="checkbox"/> yes	<input type="checkbox"/> with help	<input type="checkbox"/> no

After completing this assessment, if you believe you are interested in self-directing your services, you will need to contact your Case Manager to begin the process.

❖ CIRCLE OF SUPPORT

The support that we all receive from families, friends, neighbors, employers, and communities is the essence behind our ability to direct our own lives. We all need a Circle of Support!

Circle Of Support

A Circle of Support, sometimes called a Circle of Friends is a group of people who meet together on a regular basis to help you accomplish your personal goals in life. The Circle of Support acts as a community around the participant who, for one reason or another, is unable to achieve what he/she wants in life on their own and decides to ask others for help. You are in charge, in deciding who to invite to be in the circle and also in the direction the circle's energy is employed. The support broker is normally chosen to take care of the work required to keep the circle running. Everybody needs a Circle of Support.

A Circle of Support is a significant part of your person-centered planning. A Circle of Support will help you embrace, create, and sustain natural systems of supports.

Circle of Support can help you:

- Make important decisions
- Discuss topics that are important to you,
- Discover new information and programs,
- Recognizes your strengths as a person
- Decide who you hire as a worker, or
- Problem solve when you are struggling and
- Cheer you on as you pursue your dreams



Who can be in your Circle of Support?

The members of the Circle of Support, may include family, friends, neighbors and other community partners, are usually not paid to be there. They are involved because they care enough about you to give their time and energy to help you overcome obstacles and increase your options. The members will have diverse gifts and interests, and there can appear many new opportunities and possibilities which had not even been considered before forming the circle. Because of this, an important function of the circle is to help you re-visit your goals which you are working on, to keep the direction current in terms of what you really want to achieve. A full and healthy Circle of Support leads to a rich life. A dynamic Circle of Support is made up of family, friends, neighbors, and co-workers to ensure that individuals have champions and contributors to pursue their life quests.

❖ RESPONSIBILITIES WITH SELF-DIRECTING SERVICES

The following questions will help you identify some of your responsibilities if you choose to self-direct all or some of your services.

Who will hire the people who assist you? If you have chosen to self-direct your services, then you will be responsible for recruiting, hiring, and firing your own employees. You may want to request the assistance of the Support Broker.

Who can you hire? You can hire anyone who meets the requirements of the job and meets the hiring requirements of the waiver including background checks, CPR, First Aid, and other pertinent training. You cannot hire your legal representative (spouse, parent, step-parent, or guardian) to be your employee.

How will you find people to hire? Some possible sources of potential employees include: the list of certified self-employed providers, your friends, neighbors, extended family members, and members of social networks with whom you are associated.

How will you recruit them? First, develop a detailed job description. Next, you may want to tell those you know that you are looking for someone to provide specific services. One of them may want the job or may know someone else who does. You may also want to advertise on local bulletin boards or in the newspaper. The ad should include the highlights of the job and the qualifications.

How will you interview them? Using the job description as a guide, you will want to develop a few interview questions and some detailed information about your needs, what you expect the applicant to do, the work schedule, and the rate of pay. You may ask the applicant about the experience he/she has in the field and experience with the things you need. Take notes during the interview. Tell the applicant that you will be making a decision after all interviews are completed. Once you have decided who you want to hire, notify each applicant of your decision.

How will you hire and fire them? If self-directing one or more of your services, you can be the “common law employer” with Public Partnership LLC. You may want to do all the hiring/firing yourself or you may want to have your Support Broker helping you with these responsibilities. Or, you may choose to be a co-employer with an Agency with Choice provider. The Division will have a list of Agency with Choice Providers you can choose from. The Agency with Choice provider will do the hiring/firing. You will decide to use the employees for your services or not, but the Agency with Choice provider can also use them to serve others.

What types of training should you require and are you willing to train your staff?

The staff who provide services and supports for you will need to know about:

- Lifting/transferring techniques
- Behavior intervention
- Reporting critical incidents and abuse/neglect
- Orientation and mobility training
- Seizure management
- Managing specific disabilities
- Medications you need and possible side effects
- Taking care of your personal needs and following the schedule you have developed

Can you set and/or negotiate what you are going to pay your staff?

If you choose to use the Fiscal Employer Agent, Public Partnerships LLC (PPL), for self-directed services, you can negotiate the rate with your employee. Example: You have a next door neighbor that you would like to come into your home and provide personal care services. You would refer your neighbor to PPL. PPL requires the employee to complete the background checks and required training [CPR/First Aid]. When you offer your employee the job you will need to work within a pay range. It is important to remember that your plan of care is for one year so when negotiating wages, you will want to look at how it may impact the availability or funding of other services.

Who will help you to manage your annual budget? Are you willing to work with a Support Broker to manage your annual budget?

Your Individual Budget Amount [IBA] is used to pay for the supports and services you need. It will be important to put together a support package that falls within your allocated budget. Some types of supports and categories of service have limitations about how you can use them, so make sure you read the descriptions carefully and check with your Case Manager before making any commitments. Your Case Manager and Support Broker will assist you to complete an individual budget. There may be some items in your budget that will need prior approval from the Division before they can be authorized in your budget. The pre-approval is the document that provides your Financial Management Service with a guide as to what payments can be made and to whom, so it is important that the information in your budget is always up-to-date. You can make changes in your budget at any time. You should always contact your Case Manager or Support Broker if you want to make changes in your budget, because there are policies and procedures that must be followed to approve the changes that you would like to make. Your Case Manager will also make sure that your plan of care is updated to reflect

whatever changes have been made in your budget. Your Case Manager, Support Broker, and you will be responsible to review your monthly utilization of services.

Are you willing to accept the responsibility of ensuring your annual budget lasts the entire year?

You will be expected to develop services that stay within your budgeted amount and that you plan ahead for the entire plan year.

Are you willing to take responsibility for making changes to your plan, with the help of your Circle of Support?

A good quality planning team will identify all of the supports you need to ensure that you can be an active, effective participant in the planning process. This is important so that over time you can improve your ability to communicate your needs and wants and increase your ability to make sure your individual planning meetings happen the way you want them to happen. You will need to ensure that the plan is being implemented and that progress is being made toward meeting your needs and achieving your goals. Work with your Support Broker and Case Manager to make changes if needed.

Would you prefer to take responsibility for the direction of your life, rather than depend on waiver providers? This includes defining and structuring your daily activities and routines.

You will need to develop job descriptions for those who you hire so that they have a clear understanding of what you expect them to do. You will also need to develop a schedule of what services you want and when you will need your workers to do their job.

Are you willing to share your dreams with others, seek and find your own limitations?

You will need to let your planning team learn about what you want to accomplish in one to three years and who will help you to prioritize what you want to accomplish in your next plan year. To help you create a vision of the future that meets your deepest dreams and desires, your planning team members should have high expectations for you and should help you to have new experiences, take reasonable risks, and learn about new opportunities.

Are you willing to take responsibility for evaluating your services?

It is important that you provide feedback to the people who support you on an ongoing basis. If you are hiring your own supports, you will want to plan to do regular staff evaluations (every six months or so.) This can be a formal process, or can be done in a more informal manner. You can ask your Support Broker to help you do this. If you purchase services from a an Agency with Choice, you can also check to see if they will let

This includes asking are you getting what you

expected, making known changes that you want, and actively participating in making those changes happen.

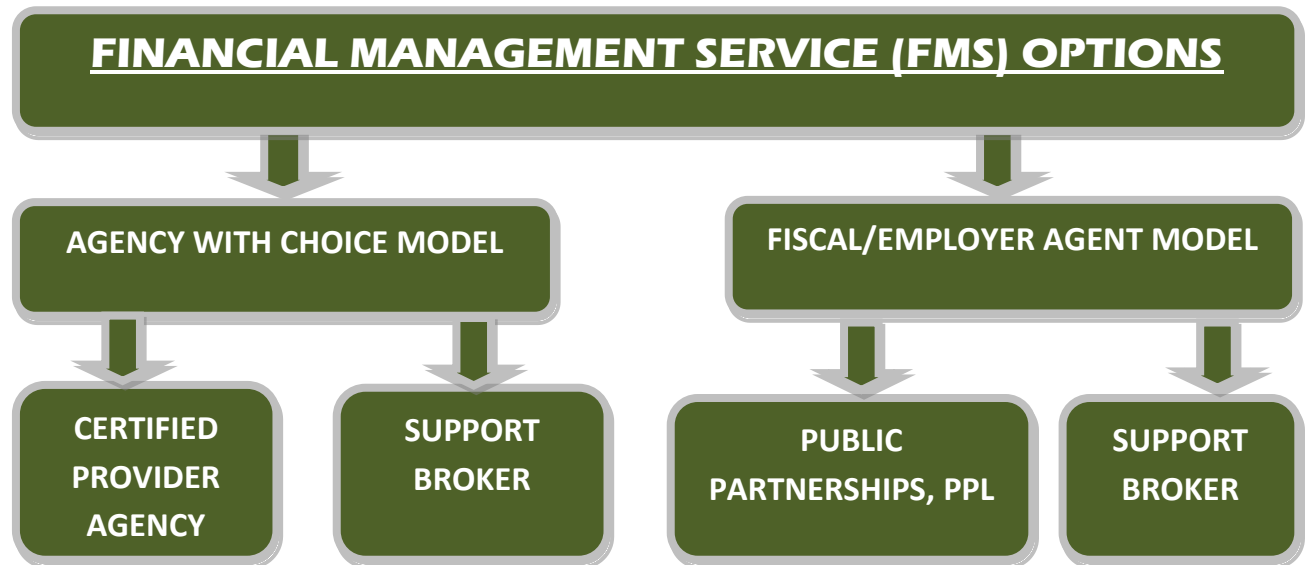
you participate in the staff evaluation process for the person who provides services to you. How often a plan needs to be reviewed depends upon the type of services that are being provided to you. If you have a lot of change happening in your life (for example, moving to a new community, serious health problems, or after the loss of an important person in your life), you may need to have your plan reviewed every three months. If you have a very stable life, you may only need to have your plan reviewed every six months. Quality plans are reviewed as often as you and your planning team members feel necessary. Your Case Manager is responsible for making sure that everyone follows-up with what they are supposed to do. Follow-up of individual plans can also include activities such as making referrals for services or for additional assessments, reviewing plan implementation, doing quality probe checks, and revising the plan as needed. Implementation of quality plans means doing “whatever it takes,” to help you address your needs and reach your dreams.





Are you willing to work with a Financial Management Service who will ensure that your staff are paid and all related laws and requirements are followed?

1. The first step is to talk to your Case Manager about your options for self-direction and see if it is a right fit for you. Your Case Manager will help draft your Plan of Care to account for having self-direction.
2. The next step is to choose whether you would like to self-direct by becoming a co-employer through **Agency with Choice** or becoming the employer of record through **Public Partnerships, LLC**.



Agency with Choice Model

3. Choose an individual that you would like to provide services to you.
4. Talk to your Case Manager about the choices you have for finding a provider agency that will provide **Agency with Choice** services.
5. Talk to the agency and let them know that you have chosen to self-direct services through the **Agency with Choice Model**.
6. Tell the person you have chosen to provide services to go and apply with the agency that you have chosen.
7. The person will go through the regular application process to become that provider agency's employee.

Fiscal Employer Agent Model

3. Obtain a provider list for support broker providers
4. Choose a person to provide Support Brokerage to you. Your Case Manager can help you choose an appropriate person.
5. Your Case Manager will add the self-direction service and Support Brokerage service to your plan of care.
6. Contact your Support Broker to talk about any questions you have about being an employer.
7. Choose an employee you would like to provide your self-direction services.

8. The agency will notify you if they have decided to take on the individual as an employee.
9. You and the provider agency will work out a provider agreement and decide on the schedule and tasks that the individual will do.
10. Your Case Manager will add the **Agency with Choice** monthly flat fee and the self-direction service to your Plan of Care.

That's it! The person you have chosen will provide services to you on the schedule that you and the provider agency work out together.

The provider agency will pay the employee. If you have any issues with the individual's performance, you should call the agency.

8. Your Case Manager will notify **Public Partnerships, LLC (PPL)** to send you an enrollment packet and an employment packet for your employee.
9. Fill out the forms & return to **PPL**.
10. **PPL** will set you up as an employer and the individual as your employee. PPL will track all certifications and perform the background check.
11. **PPL** will notify you when your employee's paperwork is complete and your employee can begin work.

That's it! Your employee will provide services to you on the schedule that you set for him or her. You will approve timesheets and send to PPL.

Your employee will be paid by PPL. If you have any issues with your employee's performance, you should work with your Support Broker to figure out how to address it.

❖ FINANCIAL MANAGEMENT SERVICE OPTIONS

Common Questions	Agency with Choice	Fiscal/Employer Agent
Who is the boss?	Participant & Provider Agency	Participant
Who picks individuals to provide services?	Participant	Participant
Who is in charge of hiring and firing individual providers?	Provider Agency & Participant	Participant
Who sets the hourly wage?	Provider Agency	Participant
Who tracks certifications & trainings?	Provider Agency	PPL
Who does payroll & taxes?	Provider Agency	PPL
Who will support the participant?	Circle of support, Case Manager, & Support Broker	Circle of support, Case Manager, & Support Broker
Who is liable as the employer?	Provider Agency	Participant
How are the financial management services paid for?	Participant's budget	Division's budget as an administrative cost

❖ SELF-DIRECTED SERVICES -VS- TRADITIONAL SERVICE DELIVERY

Self-Direction is a process for delivering services that gives persons who need care more choices and control over the kinds of services they receive, how they are delivered, and by whom. Waiver participants can become the employer of their staff, can manage their own budgets, and can authorize all purchases of waiver goods and services. Participants have some flexibility and authority in setting wages for services-within ranges. Those services are combined with natural supports and are planned around personal goals and preferences.

This differs from the traditional provider-driven service delivery process in which providers determine who will be hired, where staff will work, how much they will be paid, and how the services will be delivered overall. Sometimes with traditionally delivered services, the services are not well coordinated with natural supports and other community resources. You must choose a case manager if your are choosing to self-direct or if you are choosing traditional services.

TRADITIONAL SERVICES

Day Habilitation (Adult & ABI Waivers Only)

Residential Habilitation

Special Family Habilitation Home (Child Waiver Only)

Homemaker

Residential Habilitation Training (Child Waiver Only)

Personal Care

Respite

Supported Employment

Supported Living

Physical, Speech, & Occupational Therapy (no child)

Skilled Nursing

Specialized Equipment

Child Habilitation Services (Child Waiver Only)

Cognitive Retraining Services (ABI only)

Companion Services

Dietician Services

Environmental Modifications

Support Broker

Agency With Choice (used for self-directing)

SELF-DIRECTING SERVICES

Respite

Personal Care

Residential Habilitation Training

Supported Employment

Supported Living

Child Habilitation Services

Cognitive Retraining Services

Companion Services

Unpaid Caregiver Training And Education

Individual Directed Goods And Services

Support Broker

❖ ABOUT CASE MANAGEMENT

What is a Case Manager?

A Case Manager helps you gain access to services by coordinating needed assessments and evaluations, developing and monitoring the plan of care, monitoring health and welfare, addressing problems in service provision, and responding to crises. The role of the Case Manager is to monitor the implementation of the individual plan of care, provider coordination, and oversight of supports.

What does a Case Manager do?

A Case Manager will facilitate the development of your plan of care, submit your plan of care to the Division, monitor your services and monitor how you are using your budget. The Case Manager is responsible for making sure that whatever is in your plan of care is completed. A Case Manager must also visit your home at least once a month and ask how you are doing in all of your services.

Can I choose not to have a Case Manager?

No, you must have a Case Manager on your plan of care, to ensure a plan of care is developed and submitted to the Division.



❖ ABOUT SUPPORT BROKERAGE

What is a Support Broker?

A Support Broker is a waiver service that would assist you in self-directing your services, including assisting you in finding staff, hiring and firing of staff while adhering to labor laws, managing your budget, reviewing and authorizing time sheets, and changing the plan of care when needed with your team. If you choose to self-direct one or all of your services you will need to have a Support Broker. Support Brokerage is a waiver service that is funded through your individual budgeted amount. All paid Support Brokers are to be free of any conflict of interest including employment with a certified waiver provider or provision of any other Waiver service to you. An Individual Support Broker can be hired by you and can only serve you, unless he/she is chosen to serve one of your siblings living in the same household.

What does a Support Broker do?

Your Support Broker will have the responsibility of training all of your employees on the Division's critical incident reporting policy and ensuring that all incidents meeting the criteria are reported. Your Support Broker must review your employees' time sheets and monthly Fiscal Management Service (FMS) reports to ensure that your plan of care is being spent in accordance with your approved Individual Plan of Care and Budget, and coordinate follow-up on concerns with your Case Manager.

Who can be your Support Broker?

The Support Broker can be your next door neighbor, a sibling, or a relative but should be someone who you or your legal representatives know you really well or someone you choose off of a provider list. The Support Broker will need to complete the competency based curriculum developed by the Division prior to providing services. Support Brokerage is a required service for the first year you or your representative self-directs services, unless you or your legal representative meets one of the criteria below and submits a formal request to no longer use Support Broker Services.

Can you choose not to have a Support Broker?

Yes, if you meet the following criteria:

1. You and/or your legal representatives are self-directing services through the Financial Management Service and you demonstrate the ability to choose workers, coordinate the hiring of workers, and

coordinate the delivery of services with the Financial Management Service Agency provider.

2. You and/or your legal representatives are self-directing less than \$5,000 of support services and you demonstrate the ability to hire, fire, train and schedule workers and review timesheets in a timely manner.
3. You and/or your legal representatives have successfully self-directed services for 12 months with no concerns, including hiring, firing, training, scheduling workers and reviewing timesheets in a timely manner.

Can you decide not to self-direct your services?

You may decide to stop self-directing your services. If so, you will need to work together with your Case Manager to follow the Division's transition process and you will not need to change waivers. Your entire team will meet to make changes to your plan of care and after the changes have been approved by the Division; your new services can begin. Your Financial Management Service provider needs to know about these changes and can help you complete required paperwork. If you have a significant health or welfare need to make changes quickly, then the Division staff will help your team make an emergency transition out of self-directed services. If you have transitioned out of self-directing your services and want to begin self-directing them again, you can do this at the time of the six month or annual plan meeting.

What happens if you do not manage your budget appropriately?

If you are not managing your budget appropriately, the DD Division will work with you and your Case Manager, Support Broker, and Financial Management Service providers to help you learn how you can manage your services within your budget. If you continue to mismanage your budget you will not be able to continue self-directing your services.

If your health or welfare needs are not being met, the Division will work with you, your Case Manager, and Support Broker to help you understand how the services meet your health and welfare needs. If concerns about your health and welfare continue, you will not be able to continue self-directing your services. If you commit fraud or criminal activity regarding your services you will not be able to continue self-directing your services. If any of these things happen you will get a letter telling you why you can not continue self-directing your services and how to ask for a Fair Hearing if you disagree with that decision.

❖ CONFLICT RESOLUTION

Since conflict is inevitable in some circumstances of relating to others, it is very important to have a clear understanding of the role each person plays when conflicts arise. In self-direction, the Support Broker should remain a neutral party as much as possible in order to assist the involved parties to find common ground and possible solutions. The most important role is to facilitate conflict resolution through support and education.

A conflict can evolve from differences in people. Others may have different:

- agendas
- experiences
- opinions
- fears
- motivators

Whether or not the issue is related to a rule, policy, or health and safety issues, conflict may potentially continue if those involved have not had an opportunity to express their concerns individually. The Support Broker can ask everyone to state the specific outcome each person desires, including if it is a corrective action, a simple change, or communication to address hurt feelings or other perceptions. At any time that an outside entity could offer education, clarification, assistance, and/or support, (the participant's Circle of Support, Division staff, or others), the Support Broker is encouraged to seek that assistance at the earliest time possible. In the end, the Support broker must assist everyone involved to find the best solution that ensures health, safety and welfare, as well as ongoing service provision and progress for the person receiving waiver services.

In addition, conflicts may arise concerning the Support Broker and participant. The Support Broker should educate the participant from the beginning of the service that such a conflict may occur, and provide the participant with tools to access assistance apart from the Support Broker. This can include the participant taking the concern to a chosen or designated family member, a member of the Circle of Support, the participant's case manager, or a Division staff person. The Support Broker's ongoing assessment of the participant's success with self-advocacy and self direction must include reviewing with the participant the agreed upon plan to access other help at any time chosen by the participant.

❖ COMPLAINTS AND GRIEVANCES

If you still have concerns and cannot get them resolved, you can contact one of the following:

- Your case manager
- Your Support Broker
- Developmental Disabilities Division at 1-800-510-0280. All Division staff can receive complaint information.
- File your complaint at the Division's website: www.health.wyo.gov/ddd
- Call Public Partnerships, LLC or "PPL" Customer Service at 1-866-896-0040 or email pplwy@pcgus.com.

❖ OTHER RESOURCES

LOCAL AND STATE

Brain Injury Association of Wyoming (BIAW)

111 W 2nd ST Suite #106

Casper, WY 82601

1-800-643-6457

www.biausa.org/Wyoming

Governor's Planning Council on Developmental Disabilities

122 West 25th Street Herschler Building Room 1608

Cheyenne, WY 82002

Shannon Buller, Executive Director

sbulle1@state.wy.us

Phone: 307-777-7230 or 1-800-438-5791 (In State)

Information and referral, Advocacy, Assistance with system changes

Parent Information Center

500 W. Lott St. Suite A

Buffalo WY 82834

www.wpic.org

307-864-2277

Public Partnerships, LLC ("PPL")

Fiscal/Employer Agent

email pplwy@pcgus.com

Customer Service 1-866-896-0040

Protection and Advocacy (P&A) Systems, Inc.

Cheyenne and eastern side of state

7344 Stockman St

Cheyenne, WY 82009

307-632-3496

For DD related services 1-800-624-7648

For ABI related services 1-877-704-9382

Lander and western side of state

195 S 5th St

Lander, WY 82520

307-332-8268

1-877-670-8366 for a directory of services

www.wypanda.com

NATIONAL

Center for Self-Determination

<http://www.centerforself-determination.com/sd.html>

Disability Resources

<http://www.disabilityresources.org/SELF-DETERMINATION.html>

Cash and Counseling

www.cashandcounseling.org

Participant Direction

www.participantdirection.org

Self Advocacy Association of New York State

<http://sanys.org/>